



Information and Technology Survey

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Background

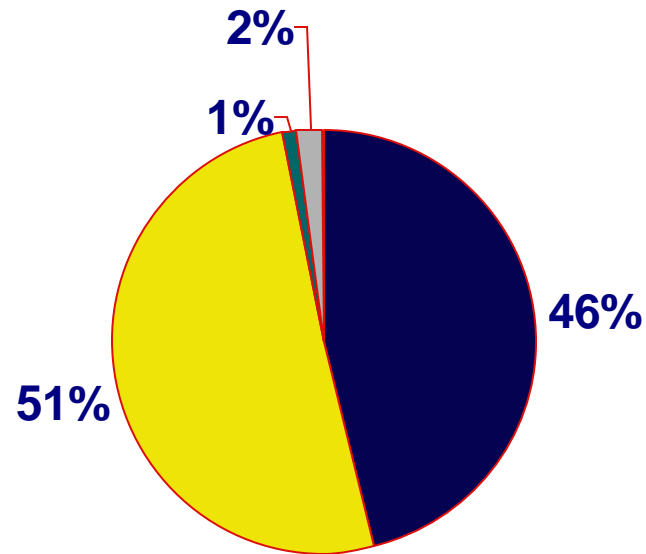
- December 2007
- Assess the needs of
 - County, satellite and reservation offices
 - State office
 - On- and off-campus specialists
- SurveyMonkey



Background

- Approximately 300 Extension faculty and staff in Arizona
- 169 responses overall; response rate of approximately 56%
- Of the respondents, 127 or 75% completed the entire survey

Respondent Demographics



■ Faculty ■ Staff ■ Appointed ■ Other



Respondent demographics

- 72% off-campus
- 72% worked completely for Extension
 - Remainder with research or academic or both appointments



Survey set-up

- Six sections
 - Introduction
 - Basic information
 - Existing infrastructure
 - Provided by Extension
 - Provided by CALS
 - Provided by UA
 - New information and technology needs
 - Non-University tools
 - Clientele access to technology



Introduction

- Appreciation in advance
- Why we are conducting survey
- How the results will be used
- Basic set-up with the 6 sections
- Estimated time for completion
- Contact information for questions



Basic Information

- Type of appointment
 - Faculty 46%
 - Classified staff 51%
 - Appointed personnel 1%
 - Other 2%
- Basic location
 - 72% off-campus
- Job split
 - 72% worked completely for Extension
 - Remainder with research or academic or both



Existing Infrastructure and Services

- 3 categories:
 - Provided by Extension
 - Provided by CALS
 - Provided by UA
- 20 questions; answers required, but could be N/A



Existing Infrastructure and Services

- Response choices – scored 0-5
 - NA; not relevant to my work so I do not need to know about it.
 - Huh? I am totally lost and don't know where to start.
 - I have heard of this or looked at it or tried to use it, but I need more training.
 - I can muddle through with guidance and will contact the appropriate person when needed.
 - I still have a few questions, but can mostly figure it out on my own.
 - I feel totally competent and need no assistance.



Existing Infrastructure and Services – Provided by Extension

- Web questions; requesting help with Web sites *(totally competent or could figure out on their own)*

● state-wide programs	58%, 44%, 62%
● county Web sites	60%, 54%, 70%
● county programs	58%, 49%, 68%

All = black off-c faculty = green off-c staff = blue



Existing Infrastructure and Services – Provided by Extension

- Web questions: ability to create Web components themselves
 - totally lost or need extensive training
 - overall Web site 54%
 - creating their own forms 56%
 - audio/video 58%
 - totally confident or can figure it out on own
 - creating pdf documents 51%



Existing Infrastructure and Services – Provided by CALS

- Our college provides the email support
(average rating)

- Email 4.6
- Listservs 3.9

- University email support *(average rating)*

- E-mail 4.4
- Listservs 4.1



Existing Infrastructure and Services – Provided by UA

○ Conferencing tools

- Breeze – 45% totally competent or can figure it out
- Univ. of Illinois bridge system – 32% indicated it was N/A and 19% were totally lost
- UA bridge system – 31% indicated it was N/A and 27% were totally lost



Existing Infrastructure and Services – Provided by UA

- Web based tools

- Blogs 31% totally lost
- Podcasts 37% totally lost
- RSS feeds 37% totally lost



Existing Infrastructure and Services – Provided by UA

- Ability to use UA library material and databases *(totally competent or can figure it out)*

- Databases/indexes 34%, 64%, 29%
- Catalog 35%, 64%, 34%
- Document delivery 32%, 64%, 32%
- Interlibrary loan 31%, 64%, 29%

Black = all Green = on-c faculty Blue = off-c faculty



New Information & Technology Needs

- 4 questions; answers required
- Response choices – scored 0-5
 - NA; not relevant to my work
 - Waste of time - not wanted or needed
 - Pretty sure I will not use this
 - Indifferent toward this
 - Would be nice, but can live without it
 - Badly wanted or needed



New Information & Technology Needs

- Delivery of online outreach *(average rating)*

● Workshops	4.1
● Demonstrations	4.0
● Surveys	4.0
● Certification programs	3.9
● Classes without testing	3.9
● Classes with testing	3.7



New Information & Technology Needs

- Secure, UA-hosted discussion tools
(average rating)

- Forum 3.7
- Chat 3.6
- Blog 3.6
- Wiki 3.6



New Information & Technology Needs

○ Access to UA Library *(totally competent or can figure it out)*

● Databases/indexes	58%	82%	71%
● Catalog	56%	82%	66%
● Document delivery	57%	82%	68%
● Interlibrary loan	53%	82%	63%

Black = all Green = on-c faculty Blue = off-c faculty



New Information & Technology Needs

- Open-ended question
 - I need or want the following*
- Dreamweaver training (4 responses)
- A wide variety of responses
 - CPR?
 - Buses?



Non-UA Tools

- I use the following non-UA technology or information tools: *(3 opportunities)*
 - Name
 - Because
- eXtension *(2 questions)*
 - Question 1
 - Yes, I have used the eXtension site
 - I have heard of eXtension, but have not used the Web site
 - I have not heard of eXtension
 - Question 2
 - Yes
 - No



Non-UA Tools

- What tools used and why
 - **Google** (general) – 46 responses
 - 4 Google scholar
 - 1 each: groups, maps, calendar, images, mail
 - **Because:**
 - **Easy**, broad, can find stuff, friendly, it works well
 - **SurveyMonkey** – 7 responses
 - **Because:**
 - Easy



Non-UA Tools

○ eXtension

● Question 1

- Have used 26%
- Heard of; not used 58%
- Have not heard of 16%

● Question 2

- Contributed to CoP: 7% yes 93% no
- Contributed to FAQ's: 9% yes 91% no
- Contributed to wiki: 4% yes 96% no



Clientele Access to Technology

- 5 questions

- Answers of

- N/A
- Unknown
- No
- Not likely
- Likely
- Yes



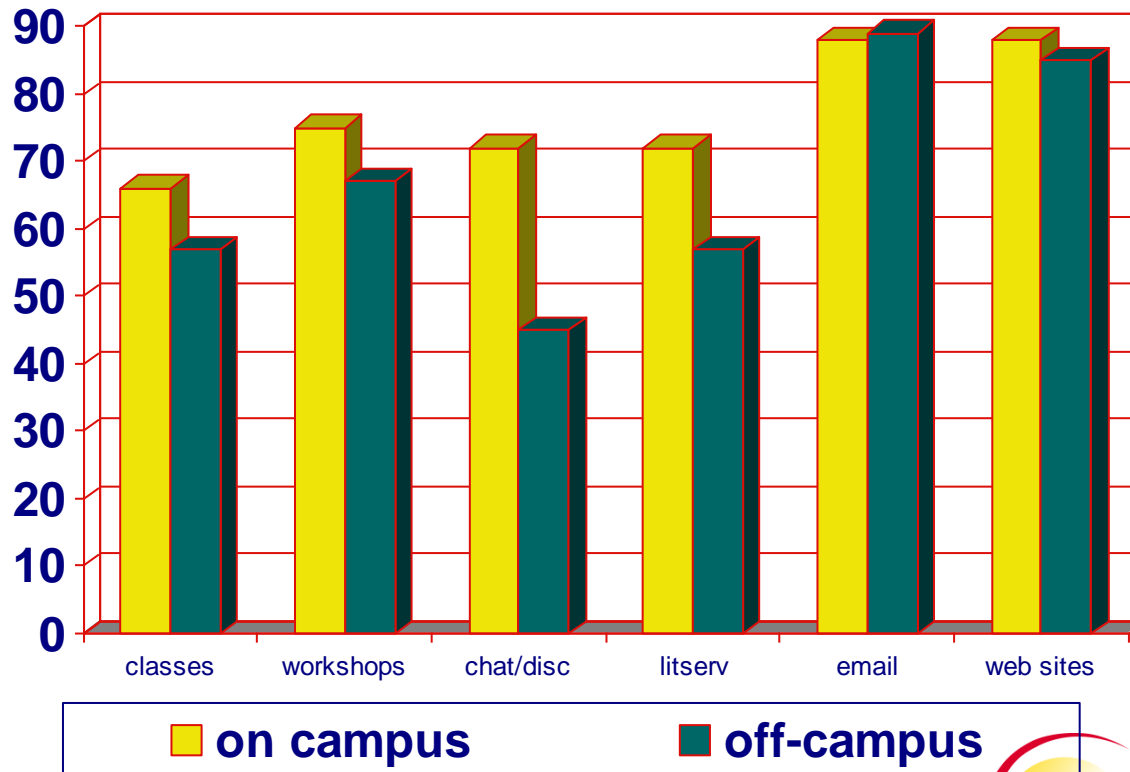
Clientele Access to Technology

- Clientele has access to Internet (and are willing to use it) at the following locations

- | | |
|------------------|------------------------------------------|
| ● Home | 27% yes, 52% likely |
| ● Work | 35% yes, 45% likely |
| ● Public places | 25% yes, 40% likely |
| ● Internet cafes | 12% yes, 26% likely,
(30% not likely) |

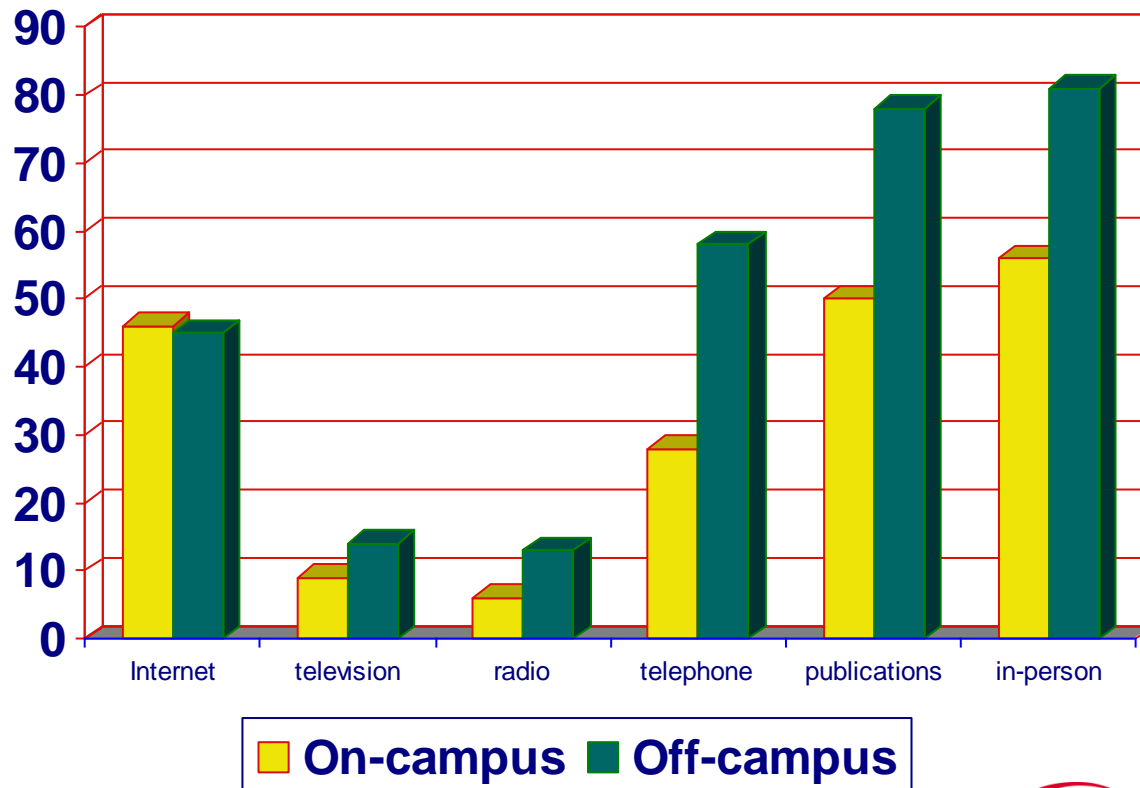
Clientele Access to Technology

- Clientele willing to participate in programs or view information online in these formats



Clientele Access to Technology

- Clientele have asked for outreach provided via





Lesson Learned: Survey

- More focused questions
- Fewer questions
- Fewer response possibilities
- More testing



Lessons Learned: Next Steps

- Our Internet use policy softened
- We will try to make it better known what services are available and who to contact
- Will concentrate new training on
 - Online workshops/demonstrations
 - Online survey development
 - Online certification/classes
- Other technologies such as podcasts, blogs, and RSS feeds will be on an individual basis
- Will work with UA librarians on better informing our faculty about materials and services

